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**ORIGINAL****ARIZONA CORPORATION COMMISS****UTILITY COMPLAINT FORM****Investigator:** Carmen Madrid**Phone:** ( )**Fax:****Priority:** Respond Within Five Days**Opinion**      **No.** 2008      73331**Date:** 11/24/2008**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:**      **Gary****Carlston****Account Name:** Gary Carlston**Home:** (000) 000-0000**Street:** n/a**Work:** (000) 000-0000**City:** n/a**CBR:****State:** AZ      **Zip:** 00000**is:** E-Mail**Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

From: Gary Carlston [mailto:  
Sent: Sunday, November 23, 2008 7:28 PM  
To: Utilities Div - Mailbox  
Subject: APS rate increase-please refuse this request  
\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

November 25, 2008 (sent following letter via e-mail to consumer)

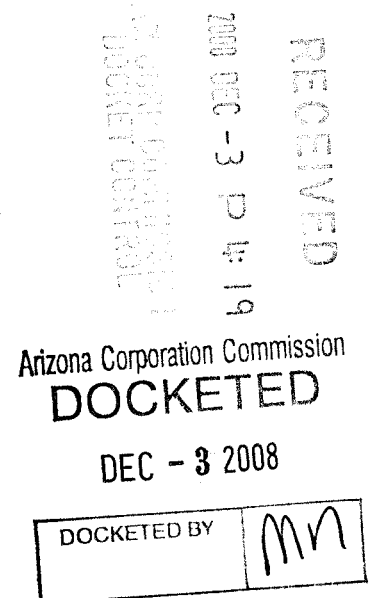
Gary Carlston

Glendale, AZ 85308

RE: ARIZONA PUBLIC SERVICE COMPANY  
Docket No. E-01345A-08-0172

Dear Mr. Carlston;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

\*End of Comments\*

**Date Completed:** 11/26/2008

**Opinion No.** 2008 - 73331

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